



United Way
Greater Toronto

Request for proposals

FOCUS Toronto: Scarborough Rapid Evaluation

United Way Greater Toronto

2024

1. Invitation

United Way Greater Toronto (UWGT) is inviting qualified consultants with experience in the community and non-profit sector, in-depth evaluation and community facilitation to conduct a rapid evaluation.

- Conduct key informant interviews
- Disseminate short surveys
- Data analysis
- Focus group discussions
- Write final report

2. Background

Furthering Our Community by Uniting Services (FOCUS) is an innovative, collaborative risk driven approach to Community Safety and Wellbeing co-led by the City of Toronto, United Way Toronto and Toronto Police Service that aims to reduce risk, harm, crime, victimization and improve community resiliency and wellbeing. The partnership strives to accomplish this goal by operating 6 situation tables across the City of Toronto. Situation tables are weekly meetings where multi-sectoral partners meet to provide wrap-around supports for individuals and/or families in crisis. At these meetings, any agency can make a submission for supports. Recently, the FOCUS Scarborough situation table has experienced a notable increase in submissions and an increase of submissions involving individuals between the ages of 12 to 29 experiencing mental health risks warranting further consideration relating to operational supports and community engagement. A rapid evaluation is sought to understand the internal and external factors contributing to these changes, with the goal of garnering insights that could further enhance the initiative's effectiveness with regard to addressing risks, to assess any challenges, or to rapidly share successes with other tables throughout the region.

3. Purpose and Objectives

- To determine the internal and external factors contributing to the recent increase in submissions and mental health risk trends involving individuals aged 12-29y at the FOCUS Scarborough situation table and how these factors interact to affect KPIs in 2023.
- To report on correlating risks, demographic, geographic and other FOCUS KPIs. The necessary data sets will be provided to conduct this analysis.

4. Scope of work

For this contract, UWGT is interested in working with a qualified consultant(s) to conduct and deliver on the following:

- i. Key Informant Interviews: Interviews with table participant organizations and law enforcement officials to gather their insights on the causes behind the increased enrollments and decreased resolution times.
- ii. Short Surveys: Disseminate brief online surveys to a broader set of stakeholders to collect quantitative data on their perceptions of the factors contributing to the recent changes. Ensure the survey is concise and to the point to encourage higher response rates and quicker turnaround. Distribute the survey through the situation table, and through the connected organizations.
- iii. Document Review: Quickly review recent meeting minutes, enrollment records, and other relevant documents to identify any new strategies, policies, or practices implemented around the time the changes were observed.
- iv. Data Analysis: Analyze existing administrative data on enrollments and resolution times, comparing the recent period with past data (as time permits) to quantify the extent of the changes. Look for any patterns, seasonality, or correlations with internal or external events.
- v. Focus Group Discussions (if time permits): Arrange a focus group discussion with a mix of stakeholders to delve deeper into their experiences and perceptions regarding the recent changes.
- vi. Rapid Reporting: Compile a succinct report highlighting the key findings, implications, and recommendations. Ensure clear visualization of data and key points for easy digestion by decision-makers.

5. Deliverables

Compile a succinct report highlighting the key findings, implications, and recommendations. Ensure clear visualization of data and key points for easy digestion by decision-makers. The report must include evaluations methods, process, limitations.

6. Consultant role and relationship with United Way staff

The consultant will report directly to Evon Smith, esmith@uwgt.org who will be providing project oversight. The Consultant will also meet with the FOCUS SC Sub-Committee 3 times over the course of the project to provide updates on the progress of the project as well as present findings to the FOCUS Steering Committee.

7. Consultant qualifications and considerations

- Demonstrated in-depth knowledge of the community and voluntary sector.
- Experience conducting literature reviews, performing needs assessment and facilitating community conversations preferably in a non-profit context.
- Ability to analyze and synthesize quantitative and qualitative data, as well as produce a high-quality, plain-language written report.
- Ability to work collaboratively with UWGT staff and its partners.
- Ability to manage this project as necessary to meet deadlines and deliver high-quality deliverables.

8. Proposal requirements

The Proposal should not exceed 3,000 words in total, including details on how the budget will be used, but excluding appendices (CV, writing samples, references, etc). The following specific content is required to be included in the proposal:

Name and contact information

Reference Information

- Description of the applicant's work, including experience in projects involving the community and voluntary sector. Attach a separate CV if needed.
- List of similar projects currently or previously undertaken.
- Names and contact information of three references for whom the applicant has completed relevant projects.
- 2-3 examples of executive summaries and one full report written by the applicant (or other examples of knowledge exchange/mobilization work writing for a diverse community based audience).
- Demonstrated organizational commitment to reconciliation, equity, and inclusion in terms of values, staffing, and expertise engaging people with lived experience.

Proposal

Overview of the applicant's understanding of the scope and requirements of the project, and the approach that the applicant will take.

- A proposed research strategy with rationale for chosen methods and tools.
- A work plan that takes into account the deliverables.
- A clear breakdown of the tasks, showing the amount of time each member of the consultant team will spend on this project.
- A brief description of how the applicant would work with UWGT staff managing the project.
- A budget for the total cost of the work, including all personnel, materials, and other expenditures.

9. Budget

A maximum of \$15,000 inclusive of taxes, with justification through daily consultancy rates.

10. Application deadline

5:00pm February 14, 2024

11. Questions/inquiries

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